

# Moving Toward the Future

## A Message from MoDOT Director Henry Hungerbeeler

It's been proven time and time and time again that everyone – regardless of intelligence, wealth, race or creed – needs a compass. Why? It provides the user with clear direction and points them toward the goal. MoDOT is no different.

Our compass is the Strategic Plan, a framework to guide all we say and do and accomplish. MoDOT senior management recently revisited this plan, last revised two years ago, to take a fresh look at where the department is headed and what it will take to get it there. This is not a change in direction but rather a course correction. With this improved tool, we can proceed toward established goals.

Our mindset and focus are much different this time around. A lot has happened since September 2000, and we have to take all of it into account. The resounding defeat of Proposition B and the messages the people of Missouri have been sending to us and to government in general have been clear.

Taxpayers expect the plan to be reasonable, understandable and doable. I'm committed to this agency and to the state to make it happen.

So what's the new plan look like? How is it different from all the plans before? Well, for starters it's much simpler and more focused. For example, the last strategic plan had seven strategic issues or priorities. This one has three. This plan has a mission statement focusing on what we do to make Missourians' lives better.

Our goal with this new strategic plan is to make it easier to understand, easier to implement, easier to measure and more likely to succeed. I want MoDOT employees to succeed, and I want this department to succeed. That means good things for us and for the public.

You can get more details on our plan and direction by logging on to [www.modot.org](http://www.modot.org) or calling us toll free at 1-888 ASK MODOT. Here are the basics of MoDOT's new strategic plan:

### Mission

Taking care of and improving Missouri's transportation system.

### Values

**Accountability** – We will honor the commitments we make. We will not make commitments we cannot keep. We will accept responsibility for our actions.

**Safety** – We will create a safe environment for both the traveling public and our employees.

With the help and support of MoDOT's dedicated employees, and the interest and involvement of the public and our partners, we can make this happen.



**Service** – We will be responsive to our customers and try our best to help.

**Quality** – We will provide the best possible value in everything we do.

**Integrity** – We will be honest and sincere in all we do.

### Priorities

- Take better care of what we have.
- Finish what we've started.
- Build public trust.